EVALUATION SYSTEMS COMMITTEE MEETING
January 31, 2005

The Evaluation Systems Committee met January 31, 2005 at 3:00 p.m. in the Building 1, Conference Room.

MEMBERS PRESENT:		ABSENT:
Jane Alligood	Jim Matson	Greg Allinson
Wesley Beddard	Riley Mills	Susan Armstrong
Kay Hauser	Dorie Richter	Dixon Boyles
Barbara Francisco	Whiting Toler	Penny Sermons
Mandy Jones	Tricia Woolard for Penny Sermons	

The meeting was called to order by the Evaluation Systems Committee Chair, Dorie Richter. There were no additions or changes to the agenda.

The following items were discussed:

I. Climate Assessment (PACE)

Wesley Beddard distributed several pages of information to the Committee describing the PACE Climate Assessment (**P**ersonal **A**ssessment of the **C**ollege **E**nvironment). The PACE instrument, as stated in the information distributed, was developed by George A Baker III and the NILIE team of NC State University. The instrument contains 65 items organized into six factors or domains including Formal Influence, Communication, Collaboration, Organizational Structure, Work Design/Technology, and Student Focus. Respondents are asked to rate the campus climate on a five-point Likert-type scale. Once the ratings are completed, the instrument is forwarded to NC State University for analysis. The analysis reports findings/results by using a narrative, an item analysis for each response, charts, and graphs.

For the past several years, according to Mr. Beddard, BCCC has administered two different campus-wide climate surveys (an "Administrative/Faculty/Staff Questionnaire" and a "S.W.O.T." Analysis). Both instruments have been subjective and both have asked only for written opinions. Using a Likert-type scale, the PACE adds an objective component to this type of assessment, and will not only provide BCCC with a measurable overview of the campus climate, it may also provide information for a SACS Self Study QEP.

After a lengthy discussion Wesley Beddard made a motion that the Evaluation Systems Committee review all information available about the PACE (a web site address will be emailed to committee members) and email Dorie Richter, the committee chair, with a yes or no (and any other comments) to indicate whether or not to investigate using this instrument on our campus. A deadline for responses was set for February 14, 2005. The motion was seconded by Kay Hauser. With no further discussion, the motion carried.

II. Evaluation of College Services

Penny Sermons, Dixon Boyles, Doug Stalls, Whiting Toler, and Tricia Woolard reviewed selected sections of the Faculty/Staff and Current Student Evaluation of College Services. Representing Penny Sermons, Tricia Woolard distributed the following section survey items with the modifications included.

Current Student Evaluation of College Services
    Media/Graphics
    1. Campus web site meets my needs.
    2. Resources available for class assignments meet my needs. (e.g. transparencies, scanning, posters…)
    3. Service is provided in a prompt, efficient, & courteous manner.
    4. The Media/Graphics Services are
    Comments:

Audiovisual
1. Audiovisual equipment for instructional and classroom support meets my needs.
2. Service is provided in a prompt, efficient, and courteous manner.
3. The Audiovisual Services are
Comments:

Distance Learning - Blackboard
1. Adequate information (e.g. username, password, etc.) concerning Blackboard is available on the BCCC web site.
2. Accessing Blackboard is convenient.
3. Blackboard is reliable.
4. The online orientation/assessment is effective.
5. Blackboard Services are
Comments:

Distance Learning – NCIH/EDL
1. The NCIH Teleclassroom meets my needs.
2. Service is provided in a prompt, efficient, and courteous manner.
3. The NCIH Services are
Comments:

BCCC Student Email
1. Adequate information concerning using student email is available on the BCCC web site.
2. BCCC email login is reliable.
3. BCCC email is user friendly.
4. Help is available if you experience problems with email.
5. The student email services are
Comments:

Faculty/Staff Evaluation of College Services
Media/Graphics Services
1. Instructional Support for Media/Graphics meets my needs.
2. Quality of Media/Graphics materials meets my needs.
3. Equipment available for Media/Graphics meets my needs.
4. Media staff assistance in online course development meets my needs.
5. Campus Intranet (CampusNet) meets my needs.
6. The overall Media/Graphics Services are
Comments:

Audiovisual/Electronic Distance Learning (EDL)
1. Adequate information is provided regarding the operation of AV equipment.
2. Adequate AV equipment is available for classroom needs.
3. Technical support for AV equipment (e.g. data projector, Smartboard, computer, etc.) is adequate for classroom instruction.
4. Overall, the AV/EDL services are
Comments:

NCIH/EDL
1. The NCIH teleclassroom meets my needs.
2. The BCCC NCIH technical support services are
3. Overall, the NCIH services are
Comments:

Distance Learning - Blackboard
1. Blackboard training is
2. Blackboard software is effective.
3. Blackboard server is reliable.
4. Software support for Blackboard is adequate.
5. Network support for Blackboard is adequate.
6. The overall LRC support for Blackboard is
Comments:

BCCC Campus Email
1. Adequate information concerning using email (Groupwise) is available.
2. BCCC email is user-friendly.
3. Help is available if you experience problems with email.
4. Remote access to email is adequate.
5. The overall email services are
Comments:

A motion was made by Barbara Francisco to accept the above changes; Whiting Toler seconded the motion. With no further discussion, the motion carried.

Gregg Allinson contacted Judy Jennette to review the PR/Communications section of the Faculty/Staff and Current Student Evaluation of College Services. The following survey item changes are listed below.

Current Student Evaluation of College Services
    Public Relations/Publicity
      1. Do advertising and other published materials accurately and honestly represent the College?
      2. Did any College advertising or published materials influence your decision to enroll at BCCC?
      4. If "Yes," which one (s):

                    _____

Faculty/Staff Evaluation of College Services
    Public Relations/Publicity
      1. In-house communications mechanisms such as <u>Campus Connections</u>, <u>BCCC Review</u> and information on the BCCC web site are adequate to keep faculty and staff informed.
      2. External publicity vehicles (e.g. <u>Washington Daily News</u>, radio and TV ads, and off-campus advertising) are adequate to keep community informed.
      3. Advertising, published materials, and other PR efforts accurately and honestly represent the College.
      4. Advertising, published materials, and other PR efforts on behalf of the College are well-planned and attractive.
      5. The advertising, published materials, and other PR efforts reach our target audience.
      6. The amount of advertising, published materials, and other PR efforts the College is involved in is adequate.
      7. The overall Publicity and PR efforts are
    Comments:

Dorie Richter contacted Phillip Price who suggested adding the following to both evaluation forms.

    Vending
      1. Prices are reasonable.
      2. The selection of food and beverages from the vending machines is
      3. Overall, Vending Services are
    Comments:

A motion was made by Wesley Beddard to accept the changes; Kay Walker Hauser seconded the motion. With no further discussion, the motion carried.

Jim Matson made a motion to adjourn the meeting. Barbara Francisco seconded the motion. Having no further business, the meeting adjourned at 4:00 p.m.

Doreen K Richter

Doreen K. Richter, Chair   Date: 2-23-05